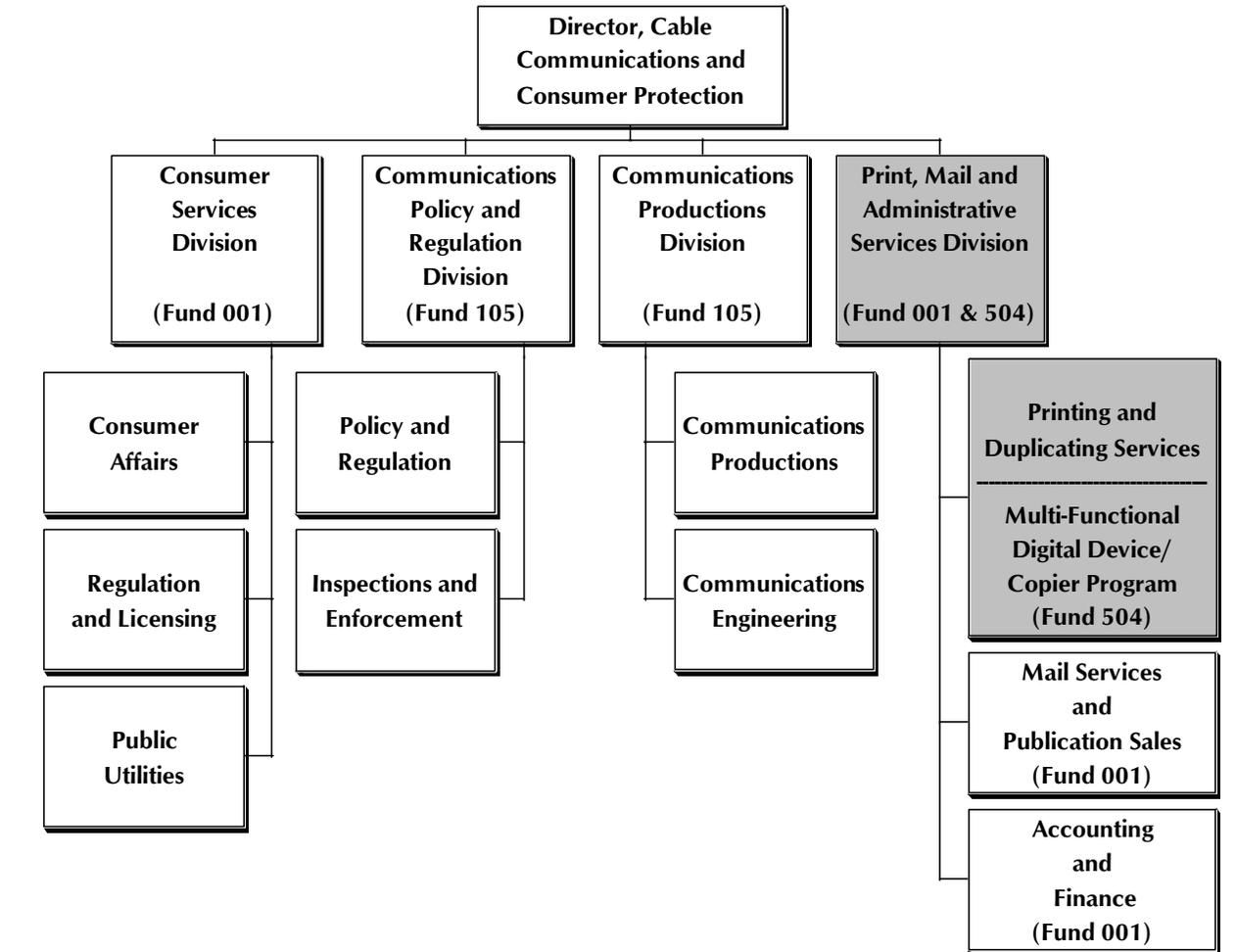


# Fund 504 Document Services



## Mission

To provide and coordinate high speed production printing services to County agencies as well as to the Fairfax County Public School System.

## Budget and Staff Resources

Agency Summary				
Category	FY 2008 Actual	FY 2009 Adopted Budget Plan	FY 2009 Revised Budget Plan	FY 2010 Baseline Budget
Authorized Positions/Staff Years				
Regular	17/ 17	17/ 17	17/ 17	17/ 17
Expenditures:				
Personnel Services	\$1,187,903	\$1,236,481	\$1,236,481	\$1,291,687
Operating Expenses	3,750,058	4,175,696	5,367,532	4,175,696
Capital Equipment	2,125,795	2,378,282	2,870,750	2,376,816
<b>Total Expenditures</b>	<b>\$7,063,756</b>	<b>\$7,790,459</b>	<b>\$9,474,763</b>	<b>\$7,844,199</b>

# Fund 504

## Document Services

Position Summary					
1 Printing Services Manager	2 Printing Shift Supervisors	3 Print Shop Operators I			
3 Customer Services Specialists	7 Print Shop Operators II				
1 Digital Printing Analyst					
<b>TOTAL POSITIONS</b>					
17 Positions / 17.0 Staff Years					

### Changes to FY 2009 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2009 Revised Budget Plan since passage of the FY 2009 Adopted Budget Plan. Included are all adjustments made as part of the FY 2008 Carryover Review and all other approved changes through September 15, 2008:

- ◆ **Carryover Adjustments**
**\$1,684,304**

As part of the FY 2008 Carryover Review, the Board of Supervisors approved encumbered funding of \$153,947 and unencumbered carryover of \$1,530,357. The unencumbered funding will be used to fund required support of copier leases and operating expenses associated with new and existing facilities.

### Key Performance Measures

#### Goal

To provide high speed production printing services to all County agencies and the Fairfax County Public Schools in order to fulfill their informational and educational objectives with printed material.

#### Objectives

- ◆ To provide quality printing and duplicating services in a cost-effective and timely manner by recovering 100 percent of offset and digital expenses.
- ◆ To provide an efficient cost per copy charge by managing the MultiFunctional Digital Device program, while maintaining customer satisfaction at 85 percent.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate/Actual	FY 2009	FY 2010
<b>Output:</b>					
Offset printing hours billed	6,563	5,302	6,200 / 4,982	5,000	5,000
Digital black and white impressions produced (in millions)	26.2	25.2	25.0 / 22.3	22.0	22.0
Digital color impressions produced (in millions)	2.4	2.2	2.0 / 2.4	2.4	2.4
Office copies made (in millions) (1)	68.1	66.2	66.2 / 55.8	66.0	66.0
<b>Efficiency:</b>					
Cost per offset printing hour billed	\$213.11	\$204.11	\$200.07 / \$179.57	\$164.28	\$160.19
Cost per digital black and white impression produced	\$0.046	\$0.045	\$0.054 / \$0.057	\$0.064	\$0.065
Cost per digital color impression produced	\$0.172	\$0.175	\$0.160 / \$0.148	\$0.150	\$0.152
Cost per office copy (1)	\$0.045	\$0.045	\$0.045 / \$0.045	\$0.045	\$0.045
Client charge per office copy (1)	\$0.045	\$0.045	\$0.045 / \$0.045	\$0.045	\$0.045

## Fund 504 Document Services

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate/Actual	FY 2009	FY 2010
<b>Service Quality:</b>					
Percent of clients satisfied with offset printing services	97%	90%	95% / 97%	95%	95%
Percent of clients satisfied with digital black and white jobs	NA	90%	95% / 97%	95%	95%
Percent of clients satisfied with digital color jobs	NA	90%	95% / 97%	95%	95%
Percent of office copier clients satisfied with services (1)	85%	85%	85% / 85%	85%	85%
<b>Outcome:</b>					
Percent of offset expenses recovered	NA	101%	100% / 92%	100%	100%
Percent of digital black and white expenses recovered	NA	188%	100% / 101%	100%	100%
Percent of digital color expenses recovered	NA	140%	100% / 151%	100%	100%
Percent change in cost per copy (1)	0.00%	0.00%	0.00% / 0.00%	0.00%	0.00%

(1) This indicator measures performance of the Multi-Functional Digital Device Program which is a function of the Department of Information Technology.

### Performance Measurement Results

In FY 2008, offset printing hours billed decreased by 6 percent primarily due from additional requests for four color printing that both shifted to the Print Shop's digital color equipment as well as increased offset work outsourced. In FY 2008 the Percent of Offset Expenses Recovered was 92 percent, a decrease of 9 percentage points from FY 2007. This is primarily due to a decrease in offset printing hours billed and jobs being charged at the offset hourly rate while being printed on digital printing equipment to accommodate customer requests. Also, digital black and white impressions were down 11.5 percent in FY 2008 which was primarily due to a decrease in customer demand for black and white printing. However there was a corresponding 9 percent increase in digital color impressions due to customer demand for four-color printing. In FY 2008, the Print Shop conducted a customer satisfaction survey and found the current satisfaction rate to be 97 percent.

Office copies made in FY 2008 were 55.8 million, which was a decrease of 10.4 million or 15.7 percent from FY 2007. Several factors influenced the copy volume in FY 2008, including changes in the planned opening of new facilities such as the Jennings Judicial Center and the McConnell Public Safety and Transportation Operations Center (MPSTOC) and the increase in the use of agency printers that are not part of the digital multi-functional device fleet. It is anticipated that copy volume will return to prior year actuals in FY 2009 and FY 2010.

# Fund 504 Document Services

## FUND STATEMENT

Fund Type G50, Internal Service Funds

Fund 504, Document Services Division

	FY 2008 Actual	FY 2009 Adopted Budget Plan	FY 2009 Revised Budget Plan	FY 2010 Baseline Budget
<b>Beginning Balance</b>	<b>\$2,145,045</b>	<b>\$607,212</b>	<b>\$2,491,331</b>	<b>\$810,111</b>
Revenue:				
County Receipts <sup>1</sup>	\$3,093,582	\$2,536,401	\$2,536,401	\$3,278,170
School Receipts <sup>1</sup>	1,273,477	2,142,857	2,142,857	1,319,559
Equipment Replacement Reserve	142,983	214,285	214,285	134,602
<b>Total Revenue</b>	<b>\$4,510,042</b>	<b>\$4,893,543</b>	<b>\$4,893,543</b>	<b>\$4,732,331</b>
Transfer In:				
General Fund (001) <sup>2</sup>	\$2,900,000	\$2,900,000	\$2,900,000	\$2,900,000
<b>Total Transfer In</b>	<b>\$2,900,000</b>	<b>\$2,900,000</b>	<b>\$2,900,000</b>	<b>\$2,900,000</b>
<b>Total Available</b>	<b>\$9,555,087</b>	<b>\$8,400,755</b>	<b>\$10,284,874</b>	<b>\$8,442,442</b>
Expenditures:				
Personnel Services	\$1,187,903	\$1,236,481	\$1,236,481	\$1,291,687
Operating Expenses	3,750,058	4,175,696	5,367,532	4,175,696
Capital Equipment	2,125,795	2,378,282	2,870,750	2,376,816
<b>Total Expenditures</b>	<b>\$7,063,756</b>	<b>\$7,790,459</b>	<b>\$9,474,763</b>	<b>\$7,844,199</b>
<b>Total Disbursements</b>	<b>\$7,063,756</b>	<b>\$7,790,459</b>	<b>\$9,474,763</b>	<b>\$7,844,199</b>
<b>Ending Balance<sup>3</sup></b>	<b>\$2,491,331</b>	<b>\$610,296</b>	<b>\$810,111</b>	<b>\$598,243</b>
Print Shop Replacement Equipment Reserve	\$216,557	\$430,842	\$430,842	\$218,974
PC Replacement Reserve <sup>4</sup>	5,000	5,000	5,000	5,000
Print Shop Operating Reserve <sup>5</sup>	701,228	174,454	374,269	374,269
<b>Unreserved Ending Balance</b>	<b>\$1,568,546</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

<sup>1</sup> An adjustment has been made to FY 2008 Actual revenues to more accurately reflect the breakdown of receipts from County and Fairfax County Public Schools printing. Total revenue has not changed.

<sup>2</sup> The \$2.9 million General Fund Transfer supports the equipment lease for the County's Copier Program. The current lease is for three years and is due to expire in mid FY 2012.

<sup>3</sup> The ending balance supports the three reserves for the agency and fluctuates depending upon the needs of the fund in a given year.

<sup>4</sup> The PC Replacement Reserve provides for the timely replacement of computer equipment for the activities in this fund.

<sup>5</sup> The Print Shop Operating Reserve is used to provide financial support to the Print Shop program as the technical and business practices in the industry evolve.